



संवाद

साथ बड़े समृद्धि की ओर ...

An ISO 9001 : 2015 Certified Chapter

A Quarterly Bulletin of Quality Circle Forum of India Mumbai Chapter

Volume # XII Issue : 2

April - June 2025

CONTENTS

1. From the Desk of Chairman

2. 5th Virtual Competition

3. World Environment Day

4. D. K. Srivastava ED visit to Mumbai Chapter

5. Samarth Bharat Skill Centre

6. HR in the Age of Artificial Intelligence

7. A Champion of Sustainability

8. Future Events

Editorial Board

J. S. Malshe

V. K. Lad

A. D. Kulkarni

Managing Council

K. B. Bharati
Chairman

S. S. Patankar
Vice Chairman

R. S. Potdar
Vice Chairman

V. K. Lad
Secretary

H. S. Samuel
Jt. Secretary

A. M. Tathare
Treasurer

Council Members

J. S. Malshe

A. D. Kulkarni

S. R. Pandey

J. Ahluwalia



From the Desk of Chairman

QCFI Mumbai Chapter - Inspiring Quality as way of Life

Dear Members,

Warm greetings to all!

It gives me immense pleasure to connect with you through this quarterly edition of our newsletter. I hope you and your families are doing well and continuing your journey of quality and excellence with enthusiasm.

At the outset of the new financial year, I convey my best wishes to all our member organizations, life members, and supporters of the Quality Concepts movement. May this year usher in sustained growth, continued excellence, and prosperity for all.

Let me begin by extending **heartfelt congratulations to all participants, coordinators, and jury members for the grand success of the 5th Virtual Kaizen, Poka- Yoke, SMED & LCA Competition held during April 2025.** The response was overwhelming with teams participating from various industries across the country and it was heartening to note that few teams from overseas also participated in this competition. The high-quality presentations, innovative ideas, and active participation reaffirm our commitment to continuous improvement. The top fifteen teams from this competition will now contest in our 39th Annual Chapter Convention for **Kaizen Organizational Excellence Award.**

As a part of CSR activities this year we have initiated to **appreciate the impactful environmental protection initiative "Kapde Ki Thaili Meri Saheli"** — organized in collaboration with **Mahavir International, Panvel Branch.** The campaign, aimed at reducing plastic usage, has not only gained momentum within our member base but is also being actively promoted across **housing societies, educational institutions, and various social gatherings.** It is heartening to see such initiatives inspiring the community and spreading awareness towards building a pollution-free environment. Let us continue to support and expand such efforts.

Looking ahead, we are preparing for a few important key events — the **Annual General Meeting (AGM), Safety Conclave-2025** and our most significant flagship event, the **39th Annual Chapter Convention.**

This year, we have set an ambitious target of **500 participating teams.** The event is going to be the most innovative, vibrant & thrilling experience to all. During the convention we have events like Expert led keynotes, Recognitions & Celebrations, Chapter Quiz Showdown – Kaun Banega Quality Champion,



Creative & Talent Exhibition, Ladies special presentations to encourage the Girl Power, Innovative Pitch Challenge. Kaizen Organizational Excellence Award, exiting offer for becoming Life member – an opportunity you won't like to miss and above all Trilling Entertainment to make your day more joyful. So, friends, let's join an event where innovation meets inspiration and every attendee walks away with knowledge, connections, motivation for the year ahead. I urge all our member organizations and individuals to strive with full dedication to not only achieve but surpass this milestone.

Securing **sponsorships and financial support** is equally important to making the convention of this magnitude a grand success. I am confident that, with the help of our **experienced, resourceful, and innovative members of this team**, we will overcome all challenges and deliver a memorable and impactful event.

Let us join hands, work together, and make this year's convention a remarkable celebration of quality, collaboration, and creativity.

Let us continue to stay true to our guiding vision –

"QCFI Mumbai -Inspiring Quality as a Way of Life."

This is not just a tagline for us, but a deep-rooted philosophy that reflects in every initiative we take, every improvement we strive for, and every life we touch. As ambassadors of quality, let's make it a living practice – at work, at home, and in society.

With your passion, dedication, and collective strength, we won't just reach our goals – we will set new standards for others to follow. Let's make it happen together!

All the Best & Happy readings!!

With best wishes and regards,

K B Bharati

Chairman, QCFI Mumbai Chapter

- K. B. Bharati

5th Virtual Competition on Kaizen, Poka - Yoke, SMED & Low Cost Automation. 16th & 17th April 2025

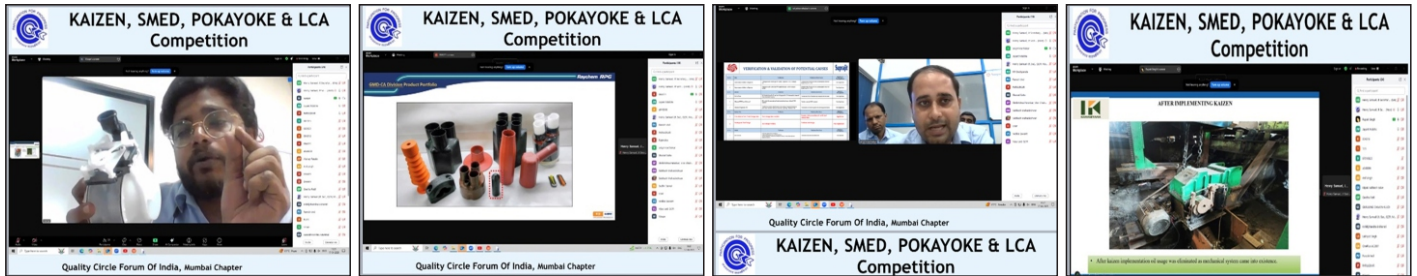
Kaizen Conclave – 2025 was organized by QCFI Mumbai Chapter on 16th and 17th of April 2025 in Virtual Mode. 69 teams from around 25 Organizations all over India participated with their Kaizen, Poka Yoke, SMED and LCA projects. The entries received from all the sectors of industries, including Manufacturing, Support service, Pure Service and Education.

Shri K. B. Bharati, Chairman QCFI Mumbai Chapter Inaugurated the Virtual Presentation session with his inspiring opening remarks on 16th April 2025. Two Senior Judges viz. Shri Jayant Malshe, Sr. Council Member QCFI Mumbai Chapter and Shri Nityanand Parulekar Sr. Consultant from MABEC evaluated the Case study Presentations done during the two days of competition. Pre-evaluation of Idea Sheets was done by Shri R.S. Potdar, Shri S. S. Patankar, Shri Vijay Lad and Shri Henery Samuel. Session Co-ordination of virtual presentation was done by Shri. Henry Samuel. Overall Co-ordination of the Kaizen conclave is done by Shri. S. S. Patankar, Vice-Chairman QCFI.

The participating teams have been given the Bronze, Silver, Gold and Super Gold Trophies and E-certificates based on the marks obtained in the pre-evaluation of Idea sheets and the evaluation of Virtual

Case study Presentation.

The Winners of 'Super Gold Trophies' are further invited for 'Kaizen Champion Competition' which will be held along with Chapter Convention planned in the month of September 2025.



WORLD ENVIRONMENT DAY CELEBRATED WITH GREAT ENTHUSIASM IN PANVEL

Panvel, June 5 - The Panvel Municipal Corporation, in collaboration with Mahavir International Panvel Centre, celebrated World Environment Day with great fervour and enthusiasm. The event was graced by the presence of esteemed guests, including Shri Prashant Thakur Ji, MLA Panvel, Shri Paresh Thakur Ji, Dr. Vaibhav Vidhate, Deputy Commissioner along with all Senior officials of the corporations were present.

The celebration featured a series of events, including tree plantation along the roadside, inauguration of a vending machine, and the launch of an e-waste and plastic bottle collection centre. Mahavir International Mumbai Zone - Panvel Centre officials, led by Founder Chairmen Vir Sapan Bardhan, Vir V M Bhawsar (Former Chairman), Vir N K Jain (Chairman), and Convenor Environment Protection Mumbai Zone, Vir Rajendra Potdar, Vir Avadesh Kumar, Vir Khedekar, actively participated in the events and helped to create Awareness on MI Campaign

"कपड़े की थैली मेरी सहेली" - Elimination of Single use Plastics" showcased posters /slogans /Banners .

A notable highlight of the event was the special mention of Mahavir International Panvel Centre's efforts in creating awareness about the elimination of single-use plastic. Vir Rajendra Potdar briefed the gathering on the its initiative Elimination of Single use Plastics - "कपड़े की थैली मेरी सहेली" and highlighted the support of B. Ed College Panvel, CKT College, and **QCFI Mumbai Chapter** in achieving over 100 programs in the past year.

Shri Prashant Thakur, MLA, appreciated the efforts of the Mahavir International team and extended his best wishes for their future endeavours. The event concluded with a renewed commitment to environmental conservation and sustainability, with the participation of citizens and officials alike.

MI Panvel Team would be meeting Hon. Commissioner and Dy. Commissioner, tomorrow to discuss on their future road map.



Shri D K Srivastava, Executive Director QCFI – Visit to Mumbai Chapter

QCFI Mumbai Chapter has launched an initiative called "Learning Hours" in that Governing Council member will conduct a workshop on any Quality related topic, before start of each GC meeting.

So far, three Members have conducted three sessions.

On Wednesday, 25th June 2025, Shri D K. Srivastava, Executive Director, QCFI visited Mumbai office. Shri. K.B. Bharati, Chairman, welcomed Srivastava and the GC members present.



Shri. Srivastava shared various quality initiatives presently conducted by QCFI and changes incorporated in the contents of topics. He also conducted brief workshop on World class Management.

Shri. D K Srivastava delivered an enlightening session on QCFI's WCM (World Class Manufacturing) approach, highlighting its evolution as a fast, cost-effective, and employee-involving methodology. The WCM framework focuses on eight key pillars:

1. Layout and Material Handling System
2. Orderliness/Workplace Management, Safety, and Environment
3. Quality Systems
4. Asset Care
5. Customer Focus
6. Training & Development, HR Initiatives
7. Innovation and Adaptation
8. Inventory Management and Information Flow

These pillars cover essential aspects of operational excellence, quality management, and customer satisfaction. The WCM model is flexible, allowing for additional pillars to be included based on organizational needs, and is designed for easy implementation across industries.

The QCFI WCM framework consists of five levels:

1. L1 - Struggler
2. L2 - Beginner
3. L3 - Organised
4. L4 - Achiever
5. L5 - World Class

Organizations identify top objectives for each pillar and work towards achieving them based on their vision.

The session also included a brainstorming exercise on the 5S methodology, exploring the "Why Not?" approach based on Takashi Osada's book.

The GC assured the ED of support for this initiative through member development and collaboration with engineering and management college Students.

At last Shri R.S. Potdar, Vice Chairman, summarised the workshop and appreciated the way Shri Srivastava conducted the same, in terms of quality of presentation, contents and explanation of each component of WCM philosophy. He proposed vote of thanks to Shri Srivastava, Chairman Bharati sir, and all GC members for their active participation in the conduct of the workshop.

"Samarth Bharat Skill Centre Empowers Youth with Vocational Training"

The centre is offering specialized training programs in AC Repairing, Fridge Repairing, Washing Machine Repair, and Water Filter Maintenance, conducted by expert trainers. Mahavir international (Panvel centre) has been instrumental in supporting this initiative. Quality Circle Forum of India (Mumbai Chapter) also supports this initiative.

In a significant milestone, the first batch of 20 students has its Concluding Ceremony organized on Saturday, 28th June'25 at 11 am.

Venue: Samarth Bharat Skill Development Training Centre, Joshi Engineering Plot No 15 Panvel Industrial Co-operative Estate, Behind JJ Wood, Mumbai Pune Highway, Panvel, Navi Mumbai-410206.

Mahavir international (Panvel centre) and Quality Circle Forum of India (Mumbai Chapter) take pleasure in inviting you to the CEREMONY.

Entire training is conducted free of cost as it is for the needy students. We have tied up with Khadi Gramodyog, a Govt enterprises for final certification student will have to pay only Rs 2000 plus GST towards meeting examination charges).



SAMARTH BHARAT SKILL CENTRE Empowers Youth with Vocational Training



HR in the Age of Artificial Intelligence and Digitization- Innovative HR Practices

Author:

Dr. Nandkumar Mishra, Ph. D. (Analytics and Business Excellence), MS (Quality Management), and MBA (Marketing Management), has 32 years of experience and is an Industry 4.0, IoT, IIoT, AI & RPA expert along with Lean Six Sigma Master Black Belt. He is a senior assessor of the CII EXIM Bank Award for Business Excellence and assessed over 15 organizations. Email ID: mishranu@yahoo.com
Cell No.: 98109500286



Introduction :

The pace of innovation has been accelerated with the pandemic in every field including Human Resource (HR) Management. The innovation of a decade has been achieved in the last two years. Work from home to Great Attrition and moonlighting are becoming norms. We are in the era of Artificial Intelligence (AI) and digitization which is around us in all walks of life from facial recognition to Google Maps and Zomato. AI is injecting refreshing data-driven decisions into the HR processes for innovative practices. HR practices of previous decades are ineffective in handling the human needs and challenges of Gen Z. The generation Z is born in the late 1990s or the early 21st century and is using digital technology, the internet, and social media from a very young age. They are young, intelligent, aspiring, and dynamic. They want quick and instant connections and results. Our HR practices need to be evolved in this milieu. HR professionals cannot ignore Gen Z as they are the majority and backbone of the organization. Still, core HR processes -Tridev will remain which may be required to be transformed with AI injections and digital doses. Brahma (Creation God), Vishnu (Preservation/ Nurturing God), and Mahesh (Destruction God) are Tridev from our scriptures. The core HR functions are also cantered around the Tridev concept of the creation and nurturing of human capital and the destruction of dysfunctional human practices. HR plays a vital role along with line managers in creating and nurturing strong cohesive SMART teams to meet the organization's goals through various HR processes and practices. They also need to play the unpleasant role of Lord Mahesh to destroy dysfunctional, non-performing, and toxic managers or teams through performance and exit management. These roles and decisions are emotional; however, they cannot be resolved with emotions. It should be data-driven with AI and transparent with digitization. Let's move towards innovative HR practices in the age of AI and digitization. The key AI-based digital seven innovative HR practices are as below:

1. AI-Based Recruitment:

A committed team is the foundation stone of the organization which must be carefully formed with due diligence. The incumbent person must fit well into the organizational culture for encouraging a work environment. The experiences show that a cultural misfit manager or Chief Executive Officer (CEO) damages the organizational fabric leading to the attrition of key persons. Another challenge in recruitment is quick screening and decision for offers. This load has increased many folds in the Great Attrition era which may not see a reduction soon. AI-based prediction model helps in quick recruitment decisions. The AI-based model predicts the probability of cultural fitment and suitability for the open position based on education and experience profile and psychometric score. The probability helps in resume screening, interviews, and offer decisions. This innovative HR practice has reduced recruitment effort and time substantially.

2. AI-Based Digital Employee Satisfaction Survey:

The studies show that satisfied employees have 30% more productivity. Further, two-thirds of employees are not satisfied with their current jobs. These highlight the need for employee satisfaction



assessment and actions. Gone are the days of annual or biannual employee satisfaction surveys with over 100 questions. Gen Z wants quick and instant results. A mobile-based quick one or two questions-based survey is preferred. The companies have started checking employees' moods on daily basis digitally with a quick survey. The large survey data is analysed through an AI-based engine to find proactive alerts for actions. Quick alerts and actions have helped companies increase employee satisfaction and retention rate.

3. Compensation Analytics:

Compensation is the second or third key employee retention factor after the boss and work environment. AI-based compensation analytics optimizes compensation based on objective performance measures, experience, and competencies.

4. AI-based Retention Model:

Employee nurturing is a key function of HR. AI-based retention model has been developed and deployed by companies for innovative people-centric initiatives. The model predicts the probabilities of employee retention based on their demography, compensation structure, performance rating and educational and experience profiles. The satisfier and dis-satisfier factors are also highlighted by the model. This provides data-based alerts for employee retention. This has gained importance in the era of Great Attrition.

5. AI-based Exit Management:

Employee exit management is always a painful activity for all. It's charged with emotions. Bias creeps in. Nevertheless, non-performing and toxic employees or managers cannot be tolerated for long in the larger interest of the organization. The employees should be given enough feedback and chances for improvement. The companies have designed online assignment-based and quarterly feedback mechanisms and competencies development plans. Also, they have devised AI based model to identify non-performing and toxic persons to bring objectivity to the process. This controls biases and emotions for the benefit of all.

6. AI-based SHE Adherence:

The Safety, Health, and Environment (SHE) norm adherence are essential for business sustenance. Traditionally, it is achieved through behaviour-based safety training, procedures, and audits, which increase compliance costs. Still, they are not effective. In the digital era, a vision camera-based AI system helps in the real-time monitoring and alerts for personal protection kit usage and other safety compliances. Drone-based surveillance is also used for SHE. These digital and AI-based systems reduce costs and enhance SHE adherence.

7. AR/VR-Based Simulations for Competency Development:

The attrition of front-line attrition is across the sectors of the economy. It is acute up to 50% in healthcare, hospitality, travel tourism, and construction. This requires massive effort and time for training the new employees before they become productive. Augmented Reality (AR) and Virtual Reality (VR) based simulation training are given for firefighting, injection administration, machine operations, and various equipment usages. This develops the competencies quickly and with the least cost.

Conclusion

Thus, AI and digitization have a promising application to transform HR processes to develop innovative HR practices. They are cost-effective and quick. HR professional needs to adopt AI and digitization across the HR life cycle. Let's adopt it as soon as possible and swiftly.

A Champion of Sustainability and Excellence Congratulations Shri. R S Potdar (Vice Chairman - QCFI, Mumbai Chapter)

The QCFI Mumbai Chapter extends its warmest congratulations to its Vice Chairman, Rajendra Potdar, on being honoured with the prestigious 'Environment Warrior' Award at the Mahavir International Mumbai Zone's Annual Meet. Held at the Garware Club, Wankhade Stadium, the ceremony was graced by the presence of Shri Mangal Prabhat Lodha. **Mr. S S Patankar and Mr. Henry Samuel attended this ceremony representing QCFI Mumbai Chapter.**

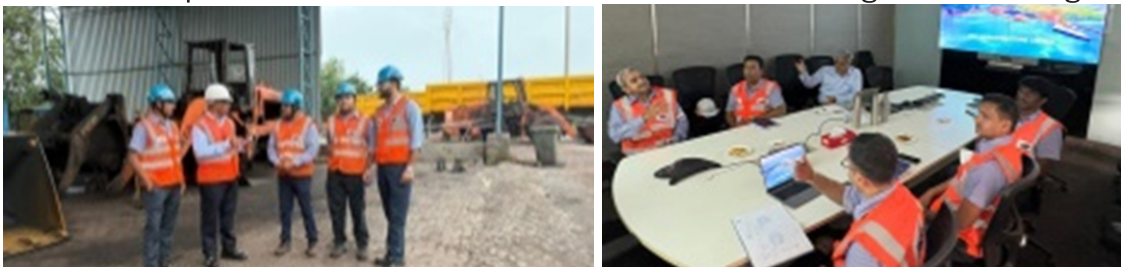
As the Environment Protection Convenor for Mahavir International, Mumbai Zone, Rajendra has been instrumental in driving initiatives that protect the environment and promote sustainability. His leadership in the Apex program for eliminating single-use plastics has been particularly noteworthy. Through his passion and vision, Rajendra has inspired a movement towards a cleaner, greener world, and QCFI Mumbai Chapter is proud to have joined hands with Mahavir International in this endeavour.

Mahavir International Mumbai Zone has acknowledged the fruitful collaboration with QCFI Mumbai Chapter and expressed gratitude to the Chapter for their support.



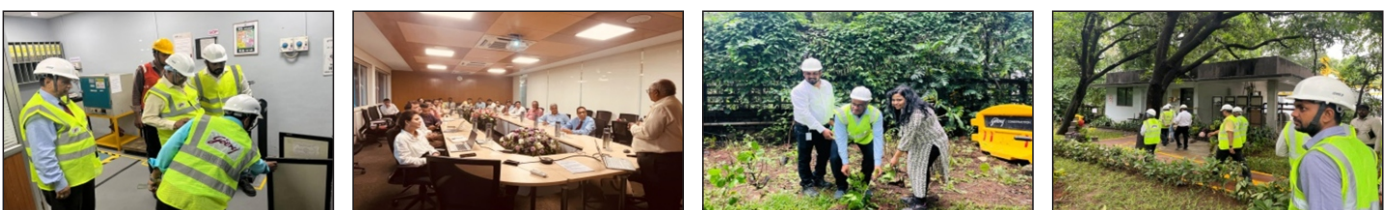
Visit to JSW, Jaigarh Port for 5S Gap Audit

QCFI Mumbai Chapter visited JSW Jaigarh port on 24th and 25th June 2025 for the gap audit for 5S Implementation and a report was submitted for the consideration of JSW Jaigarh Port Management.



5 – S Certification Audit by Mr. DK Srivastava, ED QCFI

5S pre certification audit was conducted by Executive Director QCFI Shri D K Shrivastava at Godrej Construction, Vikhroli for RCB and RMC Plants on 26th June 2025



QCFI's Home 5S Certification

As a response to QCFI HQ drive for “Mission One Lakh Home 5S”, QCFI Mumbai Chapter has already appealed the member organisations to take necessary steps so that their employees participate in large no's in this drive for the noble cause. Secondly, the council members of QCFI Mumbai Chapter have also come forward to play their role in this direction. In Month of May and June' 2025 Shri S S Patankar, Vice Chairman and Shri Vijay Lad Secretary, QCFI Mumbai Chapter received the “Home 5S Certificates” from QCFI HQ for the 5S Implementation at their respective houses. QCFI Mumbai Chapter Congratulates Shri. S S Patankar and Shri. Vijay Lad for their efforts.



FUTURE EVENTS



Safety Workshop – 2025
26th July 2025



39th Annual General Meeting
26th July 2025



39th CCQC - 2025
27th & 28th September 2025